California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	mpany Name: <u>Foresthill Telephone dba Sebastian</u>			U#: <u>1009-C</u>	Report Year:	<u>2021</u>	
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Name:	Foresthill Telephone Co		

Second	Measurement (Compile monthly, file quarterly)			Date filed (05/15/21) 1st Quarter		Date filed (08/15/21) 2nd Quarter			Date filed (11/15/2021) 3rd Quarter			Date filed (2/15/22) 4th Quarter			
Installation Interval Min. standard = 5 bus. days Any, # of business days 3.13 2.7 1.84 1.84 1.34 1.33 2.69					Feb			•		Jul	Aug	Sep	Oct	Nov	Dec
Min. standard = 5 bus. days Total if all service orders				25.06	13.51	12.9	7.36		13.45						
Arg. # of business days 3.13 2.7 1.94 1.34 1.33 2.69			Total # of service orders			,									
Installation Commitment met 7 5 7 4 5 5 6				3.13	2.7	1.84	1.84	1.33	2.69						
Min. standard = 95% commitment Total # of installation commitment met S8% 100% 1	Min. standard = 95% commitment		Total # of installation commitments	8	5	7	4	5	5						<u> </u>
Total # of installation commitment missed 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			Total # of installation commitment met	7	5	7	4	5	5						ł
Customers Act # for voice or bundle, res+bus 1,686 1,685 1,682 1,674 1,648			Total # of installation commitment missed	1	0	0	0	0	0						
Customer Trouble Report	met		% of commitment met	88%	100%	100%	100%	100%	100%						1
Total # of working lines for units w ≥ 3,000 lines Total # of trouble reports Total # of trouble	Customers		Acct # for voice or bundle, res+bus	1,686	1,685	1,682	1,674	1,667	1,648						1
Total # of trouble reports Foundaries			,	,			,		,						
Total # of trouble reports Foundaries		6% (6 per 100 working lines	Total # of working lines												
For units w ≥ 3,000 lines Set (% 6) per 100 working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,682 1,724 1,726 1,723 1,714 1,707 1,688 Set (1 at 6) working lines 1,724 1,726 1,723 1,714 1,707 1,688 1,724 1,726 1,723 1,714 1,707 1,688 1,724 1,726 1,723 1,714 1,707 1,683 1,724 1,726 1,724 1,726 1,724 1,726 1,724 1,726 1,724 1,726 1,724 1,726															
For throuble reports 2.09% 0.93% 1.22% 0.82% 0.82% 1.36%	2		% of trouble reports												1
For throuble reports 2.09% 0.93% 1.22% 0.82% 0.82% 1.36%	٦		Total # of working lines	1,724	1,726	1,723	1,714	1,707	1,688						
For throuble reports 2.09% 0.93% 1.22% 0.82% 0.82% 1.36%	tar		Total # of trouble reports	36	16	21	14	14	23						1
Total # of trouble reports Software S		for units w/ 1,001 - 2,999 lines)	% of trouble reports	2.09%	0.93%	1.22%	0.82%	0.82%	1.36%						1
Total # of trouble reports Software S	l₩		Total # of working lines												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs Unadjusted Out of Service Report Unadjus	_														
Adjusted Out of Service Report Min. standard = 90% within 24 hrs Total # of repair tickets restored in ≤ 24hrs 18 9 13 3 7 12 12		for units w/ ≤ 1,000 lines)	% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs Min. standard = 80% of calls ≤ 60 seconds to reach live agent Min. standard = 80% of calls ≤ 60 seconds to reach live agent Min. standard = 80% of calls ≤ 60 seconds to reach live agent Min. standard = 80% of calls ≤ 60 seconds to reach live agent Min. standard = 80% of calls ≤ 60 seconds to reach live agent Min. standard = 80% of calls ≤ 60 seconds to reach live agent Min. standard = 80% of calls ≤ 60 seconds to reach live agent Min. standard = 80% of calls ≤ 60 seconds to reach live agent Min. standard = 80% of calls ≤ 60 seconds to reach live agent Min. standard = 80% of calls ≤ 60 seconds to reach live agent Min. standard = 80% of calls ≤ 60 seconds to reach live agent Min. standard = 80% of calls ≤ 60 seconds to reach live agent Min. standard = 80% of calls ≤ 60 seconds to reach live agent			Total # of outage report tickets	18	9	13	3	7	12						
Out of Service Report Money and the duration of all outages (hh:mm) 100.00%	A	ata d	Total # of repair tickets restored in ≤ 24hrs	18	9	13	3	7	12						
Min. standard = 90% within 24 hrs Sum of the duration of all outages (nn:mm)			% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						
Avg. Outage duration (nn:mm)			Sum of the duration of all outages (hh:mm)	140:37	40:29	64:40	31:10	41:47	69:30						
Total # of unadjusted Out Total # of unadjusted outage report tickets 20 9 13 3 9 14	Min. standard = 90% within 24 hrs		Avg. outage duration (hh:mm)	7:49	4:30	4:58	10:23	5:58	5:48						
Total # of repair tickets restored in ≤ 24hrs 18 9 13 3 7 12			Indicate if catastrophonc event is in a month	No	No	No	No	No	No						
of Service Report % of repair tickets restored ≤ 24 Hours 90.0% 100.0% 100.0% 100.00% 77.78% 85.71%			Total # of unadjusted outage report tickets	20	9	13	3	9	14						
Sum of the duration of all outages (hh:mm) 236:09 40:29 64:40 31:10 138:25 156:18	Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	18	9	13	3	7	12						
Avg. outage duration (hh:mm)			% of repair tickets restored ≤ 24 Hours	90.0%	100.0%	100.0%	100.00%	77.78%	85.71%						
Number of customers who received refunds 0 0 0 0 0 0 0			Sum of the duration of all outages (hh:mm)	236:09	40:29	64:40	31:10	138:25	156:18						
Monthly anount of refunds 0:00 0:00 0:00 0:00 0:00 0:00 0:00			Avg. outage duration (hh:mm)	11:48	4:30	4:58	10:23	15:23	11:10						
Answer Time (Trouble Reports,Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a			Number of customers who received refunds	0	0	0	0	0	0						
Reports,Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a			Monthly anount of refunds	0:00	0:00	0:00	0:00	0:00	0:00						
Reports,Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a	Answer Time (Trouble							•	•					•	
standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a Total # of call seconds to reach live agent Tot	,		Total # of calls for TD Pilling 9 Non Pilling												
seconds to reach live agent (w/ a Total # of call seconds to reach live agent			, ,					-						-	—
			Total # of call seconds to reach live agent												
	· .		% ≤ 60 seconds												

Primary Utility Contact Information

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